



# iCERP - a New Critical and Emergency Resource Planning System/Toolkit

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*Announcing the availability of a new graphical system for streamlining resource needs and reallocation.*

IRW has worked with a number of blue-light services, including Fire & Rescue, Police and the NHS. This experience and clarification of needs within these organisations has led to our development of this toolkit solution.

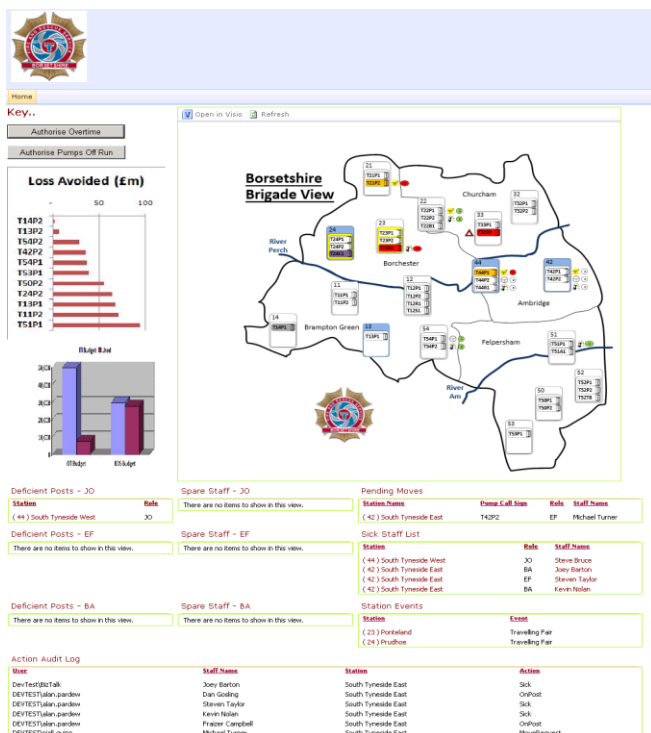
## The Problems:

- Disparate systems holding different pieces of information on each staff member or resource;
- Time consuming process for interrogating each system to plan resources allocation;
- No simple “one page” view of resource availability;
- When deficiencies are identified, further work is required to investigate additional background info required to support the decision making process;
- Access to information requires ‘client’ software installed and licensed on individual PCs.

## The Solution

iCERP provides a configurable and integrated view of:

- Your site locations;
- Resources/teams per location, with:
  - status, active and non-active resources;
  - gaps and shortfalls of resource;
  - spare or free resources;
  - skills/qualifications per post and resource.
- Allows for planning, advising/requesting and implementing resource moves/transfers to resolve shortfalls or gaps;
- Provides a detailed log of all events, allocations and transactions;
- Dashboard view of key resources, issues and locations;
- Integrates to existing systems, to seamlessly transact and communicate the allocations/reallocations;
- Both a graphical summary of the whole area and a set of list to categorise sites with a certain state together, e.g. staff deficiencies.



### The Benefits

iCERP can provide a number of important and valuable benefits to your service:

1. Improves operating efficiency and speed of response by giving real-time visualisation of resources.
2. Improved communication and collaboration.
3. More effective visibility, use and deployment of resources.
4. Assists in optimising and achieving resource and team completion aims.
5. Full traceability and trail of activities.
6. Clear view of post needs and resource skills, qualifications and/or certifications.
7. Performance metrics via Management reporting functions and KPIs.

### iCERP Application Areas:

- Fire & Rescue teams;
- NHS/Nursing teams;
- Ambulance and paramedic teams;
- Police resources;
- Coastguard resources.

### Technical:

iCERP is built on a foundation of Microsoft Sharepoint, SQL Server and Microsoft BizTalk. The system is configured to meet your exact needs as part of the implementation phase. Connection and integration to your existing core systems is achieved using BizTalk and/or SQL Server Integration Services. Integration will be undertaken by us as part of the pre implementation stages.

The application is ideal for multi location, multi resource environments.